

CLAIMS

1. A method of using voice to access call center information in a call center comprising the steps of:
connecting to a voice response server;
5 processing telephone requests for call center information; and
responding to the telephone requests.
- 10 2. The method of claim 1 wherein the step of connecting further comprises the step of interfacing with a telephony server to receive telephony input from a remote administrator.
- 15 3. The method of claim 1 wherein the step of connecting to a voice response server further comprises the step of authenticating users of the voice response server.
- 20 4. The method of claim 3 wherein the step of authenticating is performed by matching login names with passwords.
5. The method of claim 1 wherein the step of
25 processing further comprises translating an administrator's input into a command recognized by a computer in the call center.
6. The method of claim 5 wherein the computer
30 includes an automatic call distributor and call center command server.

7. The method of claim 1 wherein the step of processing adheres to the VoiceXML standard.
processing further comprises the step of using speech recognition to translate an administrator's input
5 into a command recognized by a computer in the call center.

8. The method of claim 1 wherein the step of responding further comprises the step of performing
10 text to speech translation to aurally present information to administrators.

9. The method of claim 1 wherein the step of processing adheres to VoiceXML.

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10. The method of claim 1 wherein the step of processing employs learning to provide a response to the telephone requests.

20 (11) The method of claim 1 wherein the step of processing is interrupted by a barge in request.

12. A system for using voice to access call center information in a call center comprising:

25 means for connecting to a voice response server,
means for processing telephone requests for call center information, and
means for responding to the telephone requests.

30 13. The system of claim 12 wherein the means for connecting includes a programmable computer configured to accept telephony requests.

14. The system of claim 12 wherein the means for processing includes a voice response server comprising a programmable computer.

5 15. The system of claim 12 wherein the means for responding includes a programmable computer.

16. A system for using voice to access call center information in a call center comprising:

10 a call manager which provides call center information,
a VXML interpreter, and
a network interface.

15 17. The system of claim 16 wherein the call manager is a programmable computer which interfaces to a telephony server to receive telephone input from a remote administrator.

20 18. The system of claim 17 wherein the call manager further comprises a telephony interface for receiving telephony input from a remote administrator.

19. The system of claim 17 wherein the call manager
25 includes a database for authenticating users of the system.

20. The system of claim 17 wherein the call manager includes a translator for performing speech to text
30 conversion.

21. The system of claim 17 wherein the VoiceXML interpreter includes a programmable computer for translating telephony requests to VoiceXML commands.

15 22. The system of claim 17 wherein the VoiceXML interpreter includes a translator for rendering VoiceXML commands into automatic call distributor commands.

10 23. The system of claim 17 wherein the VoiceXML interpreter includes a translator for rendering VoiceXML commands into call center command server commands.

15 24. The system of claim 17 wherein the network interface includes local area network, Internet, extranet, and wireless network software.

20 25. The system of claim 17 wherein the network interface includes a programmable computer for translating VoiceXML commands into data packets for a local area network.

25 26. The system of claim 17 wherein the network interface includes computer hardware which retrieves data from a local area network and translates the data into VoiceXML commands.